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Proposed programme budget for the biennium 2014-2015*

Part VIII
Common support services

Section 29F
Administration, Geneva

(Programme 25 of the biennial programme plan for the period 2014-2015)**

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* A summary of the approved programme budget will be issued as A/68/6/Add.1.

** A/67/6/Rev.1.

*** The Department of Management is solely responsible for activities covered by subprogramme 1, Management services, administration of justice and services to the Fifth Committee of the General Assembly and to the Committee for Programme and Coordination. The Office of Information and Communications Technology is solely responsible for activities covered by subprogramme 5, Information and communications technology strategic management and coordination.

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Overview

Table 29F.1 **Financial resources**

(United States dollars)

Approved resources for 2012-2013 at revised rates[a]	159 803 300
Technical adjustments (delayed impact and removal of non-recurrent requirements)	(2 158 400)
New mandates and inter-component changes	67 300
Changes reflected in the Secretary-General's report on the budget outline for 2014-2015	(5 184 600)
Total resource change	(7 275 700)
Proposal of the Secretary-General for 2014-2015[a]	152 527 600

[a] At 2012-2013 revised rates.

Table 29F.2 **Post resources**

	Number	*Level*
Regular budget		
Approved for the biennium 2012-2013	349	1 D-2, 4 D-1, 10 P-5, 16 P-4, 18 P-3, 22 P-2/1, 19 GS (PL), 259 GS (OL)
New	1	P-3 for Central Support Services (subprogramme 4)
Reclassification	1	1 P-5 to D-1 under subprogramme 6
Redeployment	4	GS (OL) from subprogramme 4 to subprogramme 2
Abolishment	(22)	1 P-2, 1 GS (PL), 20 GS (OL) under:
		subprogramme 2 (4 GS (OL))
		subprogramme 3 (2 GS (OL))
		subprogramme 4 (1 GS (PL), 10 GS (OL))
		subprogramme 6 (3 GS (OL))
		subprogramme 7 (1 P-2, 1 GS (OL))
Proposed for the biennium 2014-2015	328	1 D-2, 5 D-1, 9 P-5, 16 P-4, 19 P-3, 21 P-2/1, 18 GS (PL), 239 GS (OL)

Overall orientation

29F.1 The United Nations Office at Geneva, in particular the Division of Administration, is responsible for the implementation of the programme of work under section 29F. The responsibilities of the Division are detailed in Secretary-General's bulletin ST/SGB/2000/4. The activities programmed under section 29F, Administration, Geneva, fall within the framework of programme 25, Management and support services, of the biennial programme plan for the period 2014-2015.

Note: The following abbreviations are used in tables and charts: GS (OL), General Service (Other level); GS (PL), General Service (Principal level); RB, regular budget; XB, extrabudgetary.

29F.2 The core functions of the Division include the following:

(a) Provide direction and coordination in human resources management, financial resources management, information and communications technology, central support services and library services at the United Nations Office at Geneva, including the management and utilization of United Nations premises and the coordination of human resources, finance and administrative policies with other Geneva-based organizations;

(b) Carry out and monitor the implementation of policy and other functions related to the management of human resources, finance and budget, information and communications technology, and central support services, as determined by the Under-Secretary-General for Management;

(c) Provide financial, budgetary and accounting services, as well as guidance and advice, in accordance with the Financial Regulations and Rules of the United Nations and relevant standards;

(d) Manage the human resources requirements of the United Nations offices and units in Geneva;

(e) Provide administrative and support services for United Nations meetings held in Geneva and for specialized agencies;

(f) Provide procurement, commercial activities, transportation, travel and other central support services;

(g) Provide building management and engineering services, including space planning, allocation of offices and maintenance of a register of land and properties in Geneva that belong to the United Nations;

(h) Provide technological infrastructure, knowledge-sharing and collaboration tools, and development of and support for local and enterprise administrative systems; and develop, implement and monitor information technology security policies and provide the technological environment to ensure disaster recovery and business continuity;

(i) Provide library and knowledge management services, manage the records and archives of the United Nations Office at Geneva and manage the cultural programme of the Office;

(j) Ensure full support for and coordination with the Security and Safety Section at the United Nations Office at Geneva.

29F.3 The Division of Administration provides administrative and other support services to United Nations Secretariat departments and offices and to entities of the United Nations common system. Such services are also provided by the Division to the United Nations funds and programmes, specialized agencies and other organizations of the United Nations common system on a reimbursable basis. The scope of both regular budget and extrabudgetary activities has consistently increased in recent years, and a growing number of Geneva-based operations rely on the aforementioned services, in particular in the context of expanding humanitarian and human rights activities.

29F.4 The proposals for the biennium 2014-2015 contained in the present section underline the leading role of the Division of Administration in fostering initiatives for common services among the United Nations system entities in Geneva, in line with the provisions of General Assembly resolution 56/279. The level of the proposed programme budget reflects, inter alia, the outcome of the implementation of various efficiency projects within the Division.

29F.5 In the biennium 2014-2015, the Division will focus on:

(a) Enhancing client services and expanding its role as a regional administrative support centre of excellence by developing strategic partnerships and outreach activities with client offices with a view to providing more efficient and effective common services in the areas of administration and support to United Nations Secretariat departments and offices at Geneva, other locations including Bonn, Germany and Turin, Italy, and associated field offices, as well as to other entities of the United Nations common system located in Geneva;

(b) Leveraging information technology with the aim of streamlining and enhancing the provision of administrative and other support services to all client entities by, inter alia, progressively expanding the portfolio of business applications and related tools to allow for the gradual transition to an employee self-service environment in preparation for the implementation of Umoja;

(c) Exploiting synergies and economies of scale through collaboration and harmonization in the areas of administration and support with the Geneva-based Secretariat and United Nations system entities as well as other offices away from Headquarters, and carrying out the preparatory work for the establishment of a Secretariat-wide shared service delivery model;

(d) Expanding, streamlining and enhancing the delivery of fully integrated administrative and support services, encompassing some 80 functions in finance, human resources, information technology and central support, to more than 30 United Nations entities in Geneva, Bonn and Turin, as well as more than 126 field offices in some 83 countries;

(e) Safeguarding and maintaining the United Nations assets and properties in Geneva, including maintaining the facilities and installations in compliance with the Headquarters minimum operating security standards and recognized best practice. In this context, while steps towards the full development of the strategic heritage plan continue to be pursued, it is understood that renovation under the plan will not begin before the General Assembly has taken a decision on this matter. Therefore, and pursuant to Assembly resolution 66/247 (sect. VII, paras. 7 and 8), the Secretary-General will submit a separate report to the Assembly at its sixty-eighth session reflecting the detailed implementation plan and cost analysis based on the medium-term option, together with proposed resource requirements for the biennium 2014-2015 that would need to be addressed in order to continue the development of the strategic heritage plan and put a stop to the rapid deterioration of the Palais des Nations;

(f) Preparing for and supporting the implementation of the new Organization-wide enterprise resource planning system (Umoja) and the adoption of the International Public Sector Accounting Standards at the United Nations offices at Geneva by updating key administrative processes, undertaking, to the extent possible within the available resources, a major data clean-up and validation, and facilitating the necessary training while ensuring robust Integrated Management Information System support during the transition to Umoja;

(g) Providing and strengthening, in coordination with the Office of Information and Communications Technology, the information and communications technology infrastructure, knowledge-sharing, information security and network at the United Nations Office at Geneva;

(h) Leading and expanding the Common Procurement Activities Group, combining major procurement activities of 15 Geneva-based United Nations system organizations and international governmental organizations, and exploiting further common procurement requirements, including for peace operations operating in Francophone countries;

(i) Ensuring full support for and coordination with the Security and Safety Section at the United Nations Office at Geneva;

(j) Ensuring the business continuity of administrative support for other entities in Geneva in emergency cases;

(k) Assisting the Under-Secretary-General for Management in coordinating and monitoring the implementation of management reform in the United Nations Office at Geneva;

(l) Providing legal services and advice on the correct application of relevant norms in human resources and administrative matters, taking into account the jurisprudence of the United Nations Dispute Tribunal and the United Nations Appeals Tribunal; assisting managers in drafting replies to the Management Evaluation Unit; and acting as respondent before the United Nations Dispute Tribunal and supporting managers in the informal resolution of disputes.

Overview of resources

29F.6 The overall resources proposed for the biennium 2014-2015 for section 29F amount to $152,527,600 before recosting, reflecting a net decrease of $7,275,700 (or 4.6 per cent) compared with the 2012-2013 resources at revised rates. Resource changes result from three factors: (a) technical adjustments relating to the removal of non-recurrent requirements approved in 2012-2013; (b) expanded mandates; and (c) resource changes reflected in the report of the Secretary-General on the proposed budget outline for the biennium 2014-2015 (A/67/529 and Corr.1).

29F.7 The distribution of resources is reflected in tables 29F.3 to 29F.6.

Table 29F.3 **Financial resources by component**
(Thousands of United States dollars)

(1) *Regular budget*

			Resource changes								
	2010-2011 expenditure[a]	*2012-2013 resources at revised rates*	*Technical adjustment (delayed impact and non-recurrent)*	*New mandates and inter-component changes*	*In line with resolution 67/248*	*Reflected in budget outline report*[b]	*Total*	*Percentage*	*Total before recosting*	*Recosting*	*2014-2015 estimate*[a]
A. Executive direction and management	1 494.2	2 238.0	–	–		(0.7)	(0.7)	–	2 237.3	19.6	2 256.9
B. Programme of work											
2. Programme planning, budget and accounts	10 955.0	10 243.9	–	–		361.6	361.6	3.5	10 605.5	45.2	10 650.7
3. Human resources management	19 243.5	19 961.4	(679.5)	–		(334.1)	(1 013.6)	(5.1)	18 947.8	156.8	19 104.6
4. Support services	87 280.2	89 114.8	(1 465.4)	67.3		(3 726.6)	(5 124.7)	(5.8)	83 990.1	1 095.8	85 085.9
6. Information and communications technology operations	21 738.6	21 320.4	(13.5)	–		(809.6)	(823.1)	(3.9)	20 497.3	175.2	20 672.5

	2010-2011 expenditure[a]	2012-2013 resources at revised rates	Resource changes: Technical adjustment (delayed impact and non-recurrent)	Resource changes: New mandates and inter-component changes	Resource changes: In line with resolution 67/248	Resource changes: Reflected in budget outline report[b]	Resource changes: Total	Resource changes: Percentage	Total before recosting	Recosting	2014-2015 estimate[c]
7. Library services[c]	18 413.8	16 924.8	–	–		(675.2)	(675.2)	(4.0)	16 249.6	77.4	16 327.0
Subtotal, B	**157 631.1**	**157 565.3**	**(2 158.4)**	**67.3**		**(5 183.9)**	**(7 275.0)**	**(4.6)**	**150 290.3**	**1 550.4**	**151 840.7**
Subtotal, 1	**159 125.3**	**159 803.3**	**(2 158.4)**	**67.3**		**(5 184.6)**	**(7 275.7)**	**(4.6)**	**152 527.6**	**1 570.0**	**154 097.6**

(2) *Extrabudgetary*

	2010-2011 expenditure	2012-2013 estimate	2014-2015 estimate
A. Executive direction and management	796.9	1 051.3	1 032.3
B. Programme of work	33 631.3	39 902.0	40 509.4
Subtotal	**34 428.2**	**40 953.3**	**41 541.7**
Total	**193 553.5**	**200 756.6**	**195 639.3**

[a] Includes, for presentation purposes only, expenditure for the biennium 2010-2011 related to the library services in Geneva.
[b] A/67/529 and Corr.1.
[c] During the biennium 2012-2013, the library services in Geneva were moved from subprogramme 5, Library services, under Conference Management, Geneva, of section 2, General Assembly and Economic and Social Council affairs and conference management, to subprogramme 7, Library services, of section 29F, Administration, Geneva, to better reflect established organizational reporting lines.

Table 29F.4 **Post resources**

	Established regular budget		Temporary: Regular budget		Temporary: Extrabudgetary[a]		Total	
Category	2012-2013	2014-2015	2012-2013	2014-2015	2012-2013	2014-2015	2012-2013	2014-2015
Professional and higher								
D-2	1	1	–	–	–	–	1	1
D-1	4	5	–	–	–	–	4	5
P-5	10	9	–	–	3	3	13	12
P-4/3	34	35	–	–	29	29	63	64
P-2/1	22	21	–	–	–	–	22	21
Subtotal	**71**	**71**	**–**	**–**	**32**	**32**	**103**	**103**
General Service								
Principal level	19	18	–	–	3	3	22	21

Category	Established regular budget		Temporary				Total	
			Regular budget		Extrabudgetary[a]			
	2012-2013	2014-2015	2012-2013	2014-2015	2012-2013	2014-2015	2012-2013	2014-2015
Other level	259	239	–	–	111	111	370	350
Subtotal	**278**	**257**	**–**	**–**	**114**	**114**	**392**	**371**
Total	**349**	**328**	**–**	**–**	**146**	**146**	**495**	**474**

[a] 1 P-5, 25 P-4/3 and 83 General Service (Other level) posts financed from reimbursement for support provided to extrabudgetary administrative structures. 1 P-5, 2 P-4, 2 General Service (Principal level) and 6 General Service (Other level) posts financed from reimbursement for support for extrabudgetary substantive activities at the Joint Medical Service Section (cost-sharing basis with other participating organizations, with 78.9 per cent of the costs funded from the regular budget representing the United Nations Office at Geneva's share under grants and contributions, and 21.1 per cent of the costs funded from extrabudgetary sources), as well as 1 P-5, 1 P-4, 1 P-3, 1 General Service (Principal level) and 22 General Service (Other level) posts to provide support to the Medical Insurance Section.

Table 29F.5 **General temporary assistance related to proposed abolition of posts**[a]

(Thousands of United States dollars)

Category and level	Number of months	Resources under general temporary assistance
General Service (Other level)	2	21.5
General Service (Other level)	1	10.8
General Service (Principal level)	1	13.5

[a] Non-recurrent general temporary assistance proposed to ensure continuity of funding for a limited period for 3 of the 22 posts that are proposed for abolishment as indicated in table 29F.4, but whose incumbents will retire during the biennium 2014-2015.

Table 29F.6 **Distribution of resources by component**

(Percentage)

	Regular budget	Extrabudgetary
A. Executive direction and management	1.5	2.5
B. Programme of work		
2. Programme planning, budget and accounts	7.0	39.5
3. Human resources management	12.4	23.3
4. Support services	55.0	14.1
5. Information and communications technology operations	13.4	19.2
7. Library services	10.7	1.4
Total	**100.0**	**100.0**

Technical adjustments

29F.8 Resource changes reflect the removal of non-recurrent requirements totalling $2,158,400, for other staff costs of $1,570,000, contractual services amounting to $11,000, general operating expenses of $553,300, supplies and materials amounting to $2,200 and furniture and equipment amounting to $21,900, relating to resolutions and decisions adopted by the General Assembly in respect of the

administration of justice, the strategic heritage plan of the United Nations Office at Geneva, the Convention on the Rights of Persons with Disabilities and the Optional Protocol thereto, and resolutions and decisions adopted by the Human Rights Council.

New mandates and inter-component changes

29F.9 Resources in the amount of $67,300 under contractual services relating to conference sound engineers are proposed in accordance with resolutions and decisions adopted by the Human Rights Council during the sixty-seventh session of the General Assembly.

Changes reflected in the Secretary-General's report on the budget outline for 2014-2015

29F.10 Reductions in line with the report of the Secretary-General on the proposed budget outline for the biennium 2014-2015 amount to $5,184,600. The primary reductions, amounting to $4,494,200, are outlined in table 29F.7.

Table 29F.7 **Primary areas of resource changes in line with the Secretary-General's budget outline**

Item	*Net reductions in inputs*	*Description*	*Reductions in the volume of outputs*	*Reductions in performance targets*
1	**Programme of work**	**Updating of travel system, streamlining of processes in preparation for Umoja, automation of existing business processes and telecommunications policy changes** Total net reduction: $1,372,000	–	–
	Subprogramme 2	Under subprogramme 2, the reduction of 2 posts of Finance Assistant (General Service (Other level)) would be made possible through: (a) the updating of the travel system using existing technology from the United Nations Office at Vienna (this new system would increase the efficiency of travel claim processing, thus allowing for the abolishment of 1 post; a recurrent provision for general temporary assistance and overtime to partially offset the impact of the post reduction would be required to support the improved turnaround times for finance checks as a result of the implementation of re-engineered business processes); and (b) as part of the preparation for Umoja, the streamlining of inter-office processes has taken place (these new processes require less checking and review, therefore allowing for the reduction of 1 post in the Finance Section of the General Payments and Payroll Unit; the reduction in the number of staff supporting some time-critical payroll functions would lead to periodic overtime requirements).		
	Abolishment:			
	2 General Service (Other level) Finance Assistants			
	Addition:			
	General temporary assistance			
	Subprogramme 3			
	Abolishment:			
	2 General Service (Other level) Human Resources Assistants			
	Addition:			
	General temporary assistance			
	Subprogramme 6			
	Abolishment:			
	2 General Service (Other level) Information Technology Assistants			

Item Net reductions in inputs	*Description*	*Reductions in the volume of outputs*	*Reductions in performance targets*
	Under subprogramme 3, the automation of existing processes and the reabsorption of work within the Human Resources Operations Section would allow for the abolishment of 2 posts of Human Resources Assistant (General Service (Other level)). A recurrent provision for general temporary assistance would be required to supplement the human resources staffing complement to partially offset the impact of the abolishment of these 2 posts. Under subprogramme 6, the reduction of 2 posts of Information Technology Assistant (General Service (Other level)) would be achieved through changes in telecommunications policy and systems design resulting in reductions in terms of telephone billing, monitoring and follow-up. The abolishment of the first post of Information Technology Assistant (General Service (Other level)) would be achieved through the following changes: (a) the mandatory upfront identification of personal/private calls; (b) the default categorization of all unverifed bills as private after a three-month grace period; and (c) the upgrading of some reporting functions resulting in the reduction of manual work; the abolishment of the second General Service (Other level) post would be achieved as a result of the automation and streamlining of the software packaging functionality. The upgrading of the Windows platform would allow for more streamlined bundling of software.		
2 **Programme of work** *Subprogramme 2* Abolishment: 2 General Service (Other level) Finance Assistants Addition: General temporary assistance	**Merger of units related to the payment of invoices, and consolidation of several functions of help desk/mobile phone and fixed-line phone support** Total net reduction: $597,100 Under subprogramme 2, the abolishment of 2 posts of Finance Assistant (General Service (Other level)) is the result of the redeployment of 4 posts of Finance Assistant (General Service (Other level)) from the Invoice Verification Unit of the Office of the Chief, Central Support	–	–

Item Net reductions in inputs	*Description*	*Reductions in the volume of outputs*	*Reductions in performance targets*
Subprogramme 6 Abolishment: 1 General Service (Other level) Information Technology Assistant	Services, to the Finance Section of the Financial Resources Management Service. All invoice-processing functions would be carried out by the Finance Section. This transfer would bring the United Nations Office at Geneva into line with best practices at Headquarters, peacekeeping missions and other offices away from Headquarters, where invoice-processing is treated wholly as a finance-related function and is under the responsibility of the corresponding finance section. It would also lay the foundation for the efficient incorporation of the functions into Umoja. Given that these functions will be partially automated under Umoja and 2 General Service (Other level) posts will be abolished, additional general temporary assistance in lieu of these posts has been identified to supplement the staffing to meet operational needs until Umoja is fully implemented. Under subprogramme 6, the abolishment of 1 post of Information Technology Assistant (General Service (Other level)) is proposed as a result of the merger of several functions of help desk/mobile phone support and fixed-line phone support into a single team. The expected synergies would allow for the reduction of the existing staffing by 1 post, as the larger team can better manage seasonal workload and swings relating to conferences and other peaks in activity.		
3 Programme of work *Subprogramme 4* Abolishment: 1 General Service (Principal level) Engineering Supervisor 7 General Service (Other level) Mail Assistants	**Review of tasks, functions and existing business processes in place in the area of central support services, namely, mail distribution and building and engineering management** Total net reduction: $2,525,100 Under subprogramme 4, the abolishment of 7 posts of Mail Assistant (General Service (Other level)) and 1 post of Administrative Assistant (General Service (Other level)) is made possible through simplified mail distribution operations (increase in electronic mailing, coupled with reduced	–	–

Item Net reductions in inputs	*Description*	*Reductions in the volume of outputs*	*Reductions in performance targets*
1 General Service (Other level) Administrative Assistant 1 General Service (Other level) Mechanic 1 General Service (Other level) Painter Establishment: 1 P-3 Deputy Chief Engineer Addition: Contractual services	delivery arrangements) and more just-in-time deliveries, which would require less storage of goods at the United Nations Office at Geneva warehouse. In addition, further to an internal review of existing building and engineering tasks and functions, and in order to achieve a better return and greater efficiency, it is proposed that the use of contractual services relating to mechanical engineering tasks and painting services be increased and that a new post of Deputy Chief, Engineering Unit (P-3), be established in exchange for the proposed abolishment of 3 posts: 1 post for Engineering Supervisor (General Service (Principal level)), 1 post of Mechanic (General Service (Other level)) and 1 post of Painter (General Service (Other level)). The new P-3 post would reinforce managerial oversight of the Engineering Unit and the orientation towards performance-based contractual services provisions, and ensure adequate backup in a section that currently has only 1 Professional post with direct responsibility over 41 General Service staff.		

Extrabudgetary resources

29F.11 During the biennium 2014-2015, projected extrabudgetary resources amounting to $41,541,700 would complement various activities such as: (a) assistance provided by executive direction and management in respect of extrabudgetary entities; (b) services provided on a reimbursable basis to extrabudgetary entities in the area of budget, finance and treasury; (c) services provided on a reimbursable basis to extrabudgetary entities in the area of human resources, including staff development and learning; (d) services provided on a reimbursable basis to extrabudgetary entities in the area of support services (mail, pouch, buildings, purchase and transportation); (e) services provided on a reimbursable basis to extrabudgetary entities in the area of information and communications technology; and (f) management of League of Nations and United Nations Office at Geneva historical archives and current records, provision of other record-keeping services to the Secretariat, including advisory services, provision of filing plans and retention schedules, identification of best practices and standards for electronic recordkeeping, technical and substantive management of historical archives and current records, transfer, storage and disposal and preservation of records, and outreach and provision of reference services to the general public in connection with historical archives. Through its extrabudgetary resources, the United Nations Office at Geneva is supported by 146 posts (32 in the Professional and higher categories and 114 in the General Service category). The net increase of $588,400 reflects mainly lower vacancy rates, as recruitment to fill vacant positions is to be finalized in 2014, and the impact of the application of standard costs for the existing complement of posts.

Other information

29F.12 Pursuant to General Assembly resolution 64/259, on accountability, the United Nations Office at Geneva has taken steps to promote accountability by promoting personal accountability among managers and staff, reviewing and revising processes to improve efficiency in programme delivery, and recognizing the important role of oversight bodies and the efficient implementation of accepted recommendations. In order to strengthen personal accountability at all levels, the Office has worked to ensure that the performance appraisal system is functioning effectively by training the relevant focal points, ensuring a smooth transition to Inspira-based performance management, setting milestones and closely monitoring the timely completion of the cycle by all staff. The Office has also increased its offerings of training courses in the areas of ethics, integrity and professional development. These courses include "Working together: professional ethics and integrity", the Leadership Development Programme, the Management Development Programme and "Competency-based selection and interviewing skills". In order to improve accountability and efficiency in programme delivery, the Office has implemented electronic processing of education grants, resulting in better-documented yet more streamlined and efficient paperless procedures. Furthermore, the Office has enhanced its certifying officer database to improve efficiency and user-friendliness, resulting in better monitoring of delegations of authority. In order to further promote accountability on the part of certifying officers, the Office frequently issues guidance and provides advice to staff entrusted with these functions, regularly reminding them of their roles and responsibilities in the prudent management of funds and resources. In recognition of the important role of the oversight bodies, the United Nations Office at Geneva has actively collaborated with the Board of Auditors, the Joint Inspection Unit and the Office of Internal Oversight Services. In closely collaborating with the Office of Internal Oversight Services, the United Nations Office at Geneva systematically accesses periodic summary reports and statistics on open recommendations and provides it with regular updates throughout the year, thereby ensuring timely follow-up to and the efficient implementation of accepted recommendations.

29F.13 Pursuant to General Assembly resolution 58/268, the Secretary-General has been requested to identify resources for the conduct of monitoring and evaluation. Accordingly, an amount of $842,000 has been estimated for monitoring and evaluation for the biennium 2014-2015, compared with the amount of $1,362,400 estimated for the biennium 2012-2013. The reduction in the resource requirements identified for the conduct of monitoring and evaluation is due mainly to a decrease in the work-months utilized by the Information and Communication Technology Service to conduct discretionary self-evaluation. The Service has tried for several years to further its work relating to ISO 20000; while some progress has been made, it has not been possible to genuinely dedicate internal resources to the conduct of full self-evaluation in this area. As reported in the 2010-2011 programme performance report, "while the goal is to eventually move towards expanded certification (ISO 20000), it has been found that the hiring of external expertise or individual contractors will not result in the certification, without a (currently) prohibitive amount of preparation required by knowledgeable in-house staff; for this reason, we consider prudent to proceed gradually, obtaining compliance first in the areas most likely to benefit the United Nations Office at Geneva, as we did with change management". With the expected reduction in the number of posts during the biennium 2014-2015 and the redistribution of workload to accommodate those reductions, the Service does not expect to have any spare capacity to continue this sort of discretionary evaluation in the forthcoming biennium.

29F.14 In the area of self-evaluation activities, each Service of the Division establishes targets in specific service areas to gauge the effectiveness and efficiency of its performance. Internal evaluation is based on the periodic review and analysis of performance data, client satisfaction surveys conducted at regular intervals within existing capacity and real-time feedback mechanisms relating to specific services. The Division will also rely on a careful and comprehensive review of audit opinions of the Board of Auditors and the Office of Internal Oversight Services, within the framework of self-evaluation activities.

29F.15 Requirements under business continuity in the amount of $971,200 for the biennium 2014-2015 are based on the provision of support elements for a total of 200 critical staff who would be responsible for maintaining critical functions at the United Nations Office at Geneva in the event of a crisis or interruption and would therefore require remote access to its applications and data.

29F.16 As regards cooperation with United Nations partners, the United Nations Office at Geneva is working closely with Geneva-based Secretariat departments and offices, United Nations common system entities and other offices away from Headquarters in an effort to exploit synergies and achieve economies of scale, particularly in the areas of administration and support services. In the area of procurement, the Office is a leading member of the Common Procurement Activities Group, which consists of 14 Geneva-based agencies sharing experiences in order to improve efficiency and working together on collaborative procurement projects. The Group seeks to standardize requirements, which results in reduced purchasing costs. In the area of buildings and facilities management, the Office also engages in regular exchanges with other United Nations agencies in Geneva to share experiences and address challenges encountered in the maintenance of ageing buildings. With regard to the new system of administration of justice, synergies have been identified through the close cooperation between the United Nations Office at Geneva and the United Nations Office at Vienna. As a result, the United Nations Office at Geneva provides legal assistance and representation to the United Nations Office at Vienna in all cases of litigation dealt with by the United Nations Dispute Tribunal in Geneva, allowing the two Offices to optimize resources and reduce travel expenses. As another example of cooperation in this area, the two Offices have established an ongoing exchange of knowledge and experience in the legal field, thereby providing opportunities for improved efficiency and staff development. The Offices are also collaborating on the implementation of electronic tools to streamline administrative procedures, increase productivity and improve the delivery of services. In particular, the United Nations Office at Geneva has already implemented tools developed by the United Nations Office at Vienna for education grant processing and dependency review, and the two Offices are already working on bringing additional tools to the United Nations Office at Geneva to streamline cumbersome procedures related to travel requests and claims. The United Nations Office at Geneva is also actively cooperating with Geneva-based United Nations agencies in the area of training and staff development, developing joint learning programmes on client orientation with the International Labour Organization, the International Telecommunication Union and the International Trade Centre and joint learning programmes on meetings facilitation with the United Nations System Staff College in Turin. In the area of information technology services, the United Nations Office at Geneva has initiated a partnership on information and communications technology (ICT) matters with all Secretariat entities based in Geneva, through the establishment of the Geneva branch of the Information and Communications Technology Board. Participants such as the United Nations Conference on Trade and Development, the Office of the United Nations High Commissioner for Human Rights, the Economic Commission for Europe, the Office for the Coordination of Humanitarian Affairs and other ICT groups in the United Nations Office at Geneva work to maximize the efficiencies and effectiveness of investments in ICT. The groups have collaborated on projects such as those involving telephony and desktop functionalities and provide a forum in which participant entities exchange practices and share systems and knowledge

in order to avoid duplication of efforts. The United Nations Office at Geneva also participates in the United Nations Core Gateway project, which is a Chief Executives Board for Coordination ICT network, United Nations system-wide initiative aimed at consolidating wide-area networks (WANs). As the current WANs are disparate, such consolidation is expected to result not only in cost savings, but also in enhanced communications across the United Nations system. Furthermore, the Office is collaborating closely with the European Organization for Nuclear Research in a wide array of cooperative areas, such as information technology and common procurement. An immediate synergy has already been realized through a shared Internet access infrastructure, which will help to address ever-increasing bandwidth needs. In the area of library services, in line with the strategic initiatives of the Secretary-General, the United Nations Library in Geneva focuses on increased collaboration and cooperation within the United Nations family. Together with the Dag Hammarskjöld Library in New York, it led the global review of United Nations libraries and proposed initiatives aimed at leveraging synergies and profiting from economies of scale. Economies have already been realized in terms of document digitization, the facilitation of access to electronic resources and system management.

A. Executive direction and management

Resource requirements (before recosting): $2,237,300

29F.17 Activities under this subsection fall under the responsibility of the Director of the Division of Administration at the United Nations Office at Geneva. The Director is responsible for the direction and management of the administrative and related support services provided by the United Nations Office at Geneva to its client departments/offices and organizations, in accordance with Secretary-General's bulletin ST/SGB/2000/4. The Director coordinates and monitors the implementation of management reform at the Office on the basis of relevant General Assembly resolutions and decisions and directives of the policy and management committees, in particular with respect to the further strengthening of common services in Geneva, and ensures the business continuity of administrative support in emergency cases. The Director also carries out liaison and negotiation at the inter-organizational level with the specialized agencies in Geneva on administrative matters of common concern, as well as at the governmental level, and assists the Director General in negotiations with host country authorities on administrative, financial and other issues relating to the implementation of the headquarters agreement.

29F.18 In addition, the Director supervises the Compensation Claims Unit in the Office of the Director and is responsible for oversight of its main service sections: Programme Planning, Budget and Accounts, the Human Resources Management Service, the Information and Communication Technology Service and Central Support Services. The Director also monitors the day-to-day operation of the library services and of the Security and Safety Section, under authority delegated by the Director General in his capacity as the designated official for security.

Table 29F.8 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective of the Organization: To ensure full implementation of legislative mandates and compliance with United Nations policies and procedures with respect to the management of the programme of work and of staff and financial resources of the Division

Expected accomplishments of the Secretariat	Indicators of achievement
(a) The programme of work is effectively managed	(a) Timely delivery of outputs and services *Performance measures* (Division's workplan implemented in a timely manner) 2010-2011: 100 per cent Estimate 2012-2013: 100 per cent Target 2014-2015: 100 per cent
(b) Improved resource planning management capability of the Organization, enabling an integrated and coordinated approach to financial controls, human resources systems, supply chain management, reporting and consolidated decision-making	(b) Increased percentage of workflow applications which are integrated into the Integrated Management Information System and have more than one user group spanning different organizational units *Performance measures* 2010-2011: 90 per cent Estimate 2012-2013: 90 per cent Target 2014-2015: 92 per cent
(c) Enhanced cooperation with other organizations of the United Nations common system in Geneva	(c) Increased number of activities carried out in collaboration with other entities resulting in efficiency and cost savings to the organizations *Performance measures* 2010-2011: 17 activities Estimate 2012-2013: 20 activities Target 2014-2015: 24 activities

External factors

29F.19 The objectives and expected accomplishments under executive direction and management are expected to be achieved on the assumption that stakeholders fulfil their responsibilities and obligations under service agreements and are supportive of the efforts of, and extend full cooperation to, the Division of Administration.

Outputs

29F.20 During the biennium 2014-2015, the following outputs will be delivered:

(a) Substantive activities (regular budget):

(i) Representation of the Secretary-General and the Director-General on administrative and financial issues at meetings of the United Nations intergovernmental bodies held in Geneva;

(ii) Representation of the United Nations Office at Geneva at meetings of the United Nations common system inter-agency consultative machinery and of the intra-Secretariat consultative bodies on various administrative matters of common concern;

(iii) Representation of the United Nations in the negotiations with the host country on the implementation of the headquarters agreement;

(b) Administrative support services (regular budget and extrabudgetary):

(i) Monitoring of the management reform process and of the implementation by the Secretariat departments and offices located in Geneva of the directives of the policy and management committees and decisions in the field of management;

(ii) Coordination of administrative response for the whole Division of Administration to external and internal oversight bodies, such as the Board of Auditors, the Joint Inspection Unit and the Office of Internal Oversight Services, in the field of management and administration;

(iii) Implementation of a business continuity plan to ensure continuity of the critical functions of the United Nations Office at Geneva in the event of a crisis, including the provision of business continuity support to its clients.

29F.21 The distribution of resources for the Executive direction and management is reflected in table 29F.9 below.

Table 29F.9 **Resource requirements: executive direction and management**

	Resources (thousands of United States dollars)		*Posts*	
	2012-2013	*2014-2015 (before recosting)*	*2012-2013*	*2014-2015*
A. Regular budget				
Post	1 152.7	1 152.7	3	3
Non-post	1 085.3	1 084.6	–	–
Subtotal	**2 238.0**	**2 237.3**	**3**	**3**
B. Extrabudgetary	1 051.3	1 032.3	3	3
Total	**3 289.3**	**3 269.6**	**6**	**6**

29F.22 Resources in the amount of $2,237,300 would provide for the continuation of three posts (1 D-2, 1 General Service (Principal level) and 1 General Service (Other level)) in the Office of the Director ($1,152,700) and operational requirements ($1,084,600) covering other staff costs, travel of staff, contractual services, general operating expenses, hospitality, supplies and materials, and furniture and equipment. The net decrease of $700 compared with the biennium 2012-2013 reflects mainly reduced requirements under official travel related to business continuity.

29F.23 The regular budget resources are complemented by extrabudgetary resources in the amount of $1,032,300 for the continuation of three temporary posts (1 Administrative Officer/Special Assistant (P-4), 1 Compensation Claims Officer (P-3) and 1 Administrative Assistant (General Service (Other level)) in support of the extrabudgetary activities of the Director of Administration to deliver the outputs described in paragraph 29F.20 above. The decrease of $19,000 compared with the biennium 2012-2013 reflects mainly the reduction under general temporary assistance in an effort to absorb additional workload within existing staffing capacity.

B. Programme of work

29F.24 The distribution of resources by subprogramme is reflected in table 29F.10.

Table 29F.10 **Resource requirements by subprogramme**

	Resources (thousands of United States dollars)		*Posts*	
	2012-2013	*2014-2015 (before recosting)*	*2012-2013*	*2014-2015*
A. Regular budget[a]				
2. Programme planning, budget and accounts	10 243.9	10 605.5	32	32
3. Human resources management	19 961.4	18 947.8	38	36
4. Support services	89 114.8	83 990.1	176	162
6. Information and communications technology operations	21 320.4	20 497.3	48	45
7. Library services	16 924.8	16 249.6	52	50
Subtotal	**157 565.3**	**150 290.3**	**346**	**325**
B. Extrabudgetary[b]	39 902.0	40 509.4	143	143
Total	**197 467.3**	**190 799.7**	**489**	**468**

[a] The Department of Management is solely responsible for activities covered by subprogramme 1, Management services, administration of justice and services to the Fifth Committee of the General Assembly and to the Committee for Programme and Coordination. The Office of Information and Communications Technology is solely responsible for activities covered by subprogramme 5, Information and communications technology strategic management and coordination.

[b] Extrabudgetary resources derived from reimbursement for support for extrabudgetary substantive activities and administrative structures, reimbursement for support for extrabudgetary substantive activities of the Joint Medical Service Section and support for the Medical Insurance Section.

Subprogramme 2
Programme planning, budget and accounts

Resource requirements (before recosting): $10,605,500

29F.25 Responsibility for this subprogramme is vested in the Financial Resources Management Service. The subprogramme will be implemented in accordance with the strategy detailed under subprogramme 2 of Part B of programme 25, Management and support services, of the biennial programme plan for the period 2014-2015. The Financial Resources Management Service consists of the Office of the Chief, the Programme Planning and Budget Section, the Finance Section, the Treasury and the Medical Insurance Section.

29F.26 The service is responsible for the management of financial resources and the provision of financial and budgetary services to the United Nations Office at Geneva and more than 30 regular budget and extrabudgetary funded entities, which include Geneva-based United Nations programmes and offices, specialized agencies and other entities outside Geneva, in Turin, and Bonn.

Table 29F.11 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective of the Organization: To ensure sound, effective and efficient financial management of United Nations assets under the purview of the United Nations Office at Geneva

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Overall resources for the programme budget are better managed	(a) (i) Reduced unliquidated obligations and cancellation of prior-period obligations as a percentage of final appropriation *Performance measures* 2010-2011: 2.2 per cent Estimate 2012-2013: 5 per cent Target 2014-2015: 5 per cent (ii) Reduction in the turnaround time for the issuance of extrabudgetary allotments *Performance measures* 2010-2011: 4 days Estimate 2012-2013: 3.9 days Target 2014-2015: 3.8 days (iii) Percentage variance between allotments and expenditures *Performance measures* 2010-2011: less than 2 per cent Estimate 2012-2013: less than 2 per cent Target 2014-2015: less than 2 per cent
(b) Improved integrity of financial data	(b) (i) Unqualified audit opinion of the Board of Auditors on financial statements *Performance measures* 2010-2011: unqualified audit opinion Estimate 2012-2013: unqualified audit opinion Target 2014-2015: unqualified audit opinion

		(ii) No more than two significant adverse findings related to other financial matters *Performance measures* 2010-2011: 0 Estimate 2012-2013: no more than 2 Target 2014-2015: no more than 2
(c)	Timely and accurate financial transactions	(c) (i) Increased percentage of payments processed and transactions recorded within 30 days of receipt of all appropriate documents *Performance measures* 2010-2011: 95 per cent Estimate 2012-2013: 95.5 per cent Target 2014-2015: 95.5 per cent (ii) Reconciliation of bank accounts within 30 days of month's end *Performance measures* 2010-2011: 100 per cent Estimate 2012-2013: 100 per cent Target 2014-2015: 100 per cent (iii) Percentage of automated disbursements *Performance measures* 2010-2011: 99.1 per cent Estimate 2012-2013: 99.2 per cent Target 2014-2015: 99.3 per cent

External factors

29F.27 The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that any potential changes in existing financial policy and accounting standards will not cause significant delays or adversely affect the work processes, and that programme delivery of substantive client offices is effectively managed.

Outputs

29F.28 During the biennium 2014-2015, the following outputs, comprising administrative support services, will be delivered (regular budget and extrabudgetary):

(a) Preparation of the proposed programme budget for the United Nations Office at Geneva for the biennium 2016-2017 and the budget performance reports for the biennium 2014-2015;

(b) Preparation of draft statements of programme budget implications for approval by Headquarters and provision of related services for the United Nations intergovernmental organs holding their meetings in Geneva;

(c) Conduct of negotiations and finalization of memorandums of understanding with all extrabudgetary entities and non-United Nations organizations serviced by the United Nations Office at Geneva;

(d) Ongoing review of the policy of the United Nations Office at Geneva and other issues related to the implementation of the agreements on reimbursement for the services rendered for extrabudgetary activities;

(e) Budgetary control of both regular budget appropriations and extrabudgetary resources, including the issuance of funding documents under delegated authority, certification and post management;

(f) Accounting, payroll, payment and disbursement of funds and treasury functions for the United Nations Office at Geneva, other Secretariat units and associated organizations;

(g) Administration of medical and life insurance services;

(h) Preparation for the implementation of Umoja, currently scheduled for 2015, including change management, data cleansing and process re-engineering.

29F.29 The distribution of resources for subprogramme 2 is reflected in table 29F.12.

Table 29F.12 **Resource requirements: subprogramme 2**

	Resources (thousands of United States dollars)		*Posts*	
	2012-2013	*2014-2015 (before recosting)*	*2012-2013*	*2014-2015*
A. Regular budget				
Post	10 084.3	10 084.3	32	32
Non-post	159.6	521.2	–	–
Subtotal	**10 243.9**	**10 605.5**	**32**	**32**
B. Extrabudgetary	16 271.5	16 404.4	56	56
Total	**26 515.4**	**27 009.9**	**88**	**88**

29F.30 Regular budget resources in the amount of $10,605,500, reflecting an increase of $361,600, would provide for 32 posts (1 D-1, 2 P-5, 4 P-4, 2 P-3, 2 P-2, 6 General Service (Principal level) and 15 General Service (Other level)) in the Financial Resources Management Service ($10,084,300) and operational requirements ($521,200) covering other staff costs and travel of staff. This proposal includes the transfer of the Invoice Verification Unit from subprogramme 4 to subprogramme 2. The Unit comprises four General Service (Other level) posts, of which only two are required as a result of efficiency gains, and hence the other two are proposed for immediate abolishment. In addition, the ongoing streamlining of processes carried out in the General Payments and Payroll Unit under subprogramme 2 will enable an additional two General Service (Other level) posts to be abolished. Consequently, the number of posts under this subprogramme will remain the same during the biennium 2014-2015.

29F.31 The net increase of $361,600 reflects the additional requirements under programme support, as reflected in table 29F.7, items 1 and 2.

29F.32 The following information relates to the staffing complement under this subprogramme:

(a) It is proposed that two General Service (Other level) posts in the General Payments and Payroll Unit be abolished through the streamlining of processes, in line with the report of the Secretary-General on the proposed budget outline for the biennium 2014-2015 (A/67/529 and Corr.1), as reflected in table 29F.7, item 1. The United Nations Office at Geneva is in the process of updating the travel system using existing technology from the United Nations Office at Vienna. This new system will increase the efficiency of travel claim processing, thus allowing for the abolishment of one post. In addition, as part of the preparations for the implementation of Umoja, a streamlining of processes between major offices has taken place. The new process requires less checking and review, allowing for the reduction of the second post in the General Payments and Payroll Unit.

(b) It is proposed that the Invoice Verification Unit, comprising the four General Service (Other level) posts, be transferred from subprogramme 4, Support services, to subprogramme 2, Programme planning, budget and accounts. The transfer of the Unit is expected to result in efficiency gains that will arise from having all invoice processing functions carried out within one section, thereby allowing for the abolishment of two of the four posts, as reflected in table 29F.7, item 2, in line with the report of the Secretary-General on the proposed budget outline for the biennium 2014-2015. In addition to the expected efficiency gains, the transfer of the Invoice Verification Unit would bring the United Nations Office at Geneva into line with best practices at Headquarters, peacekeeping missions and other offices away from Headquarters where invoice processing is treated wholly as a finance-related function and is under the responsibility of the corresponding finance section. Aligning the related workflow with that of other United Nations offices would also lay the foundation for the efficient incorporation of the functions into Umoja. Furthermore, the proposed transfer would allow the United Nations Office at Geneva to comply with the audit recommendation of the Office of Internal Oversight Services, contained in document AE2007/311/05, that the Unit be transferred to the area of programme planning, budget and accounts, in order to achieve proper segregation of duties and ensure its complete independence from the procurement process.

29F.33 The regular budget resources are complemented by extrabudgetary resources estimated at $16,404,400, including the continuation of 56 temporary posts (1 P-5, 2 P-4, 5 P-3, 1 General Service (Principal level) and 47 General Service (Other level)), in support of the extrabudgetary activities carried out in the Financial Management Resources Service to deliver the programme of work and outputs described in paragraph 29F.28 above. The increase of $132,900 compared with the biennium 2012-2013 reflects mainly the impact of the application of standard costs.

Subprogramme 3
Human resources management

Resource requirements (before recosting): $18,947,800

29F.34 Responsibility for this subprogramme is vested in the Human Resources Management Service. The subprogramme will be implemented in accordance with the strategy detailed under subprogramme 3 of Part B of programme 25, Management and support services, of the biennial programme plan for the period 2014-2015. The Human Resources Management Service consists of the Office of the Chief, the Human Resources Operations Section, the Staff Development and Learning Section and the Joint Medical Service Section.

29F.35 Following the adoption by the General Assembly of its resolutions 63/250, 65/247 and 66/234, Human Resources Management Services is tasked with the challenge of intensifying efforts to implement the Secretary-General's reforms in the areas of the new system of contractual arrangements; talent management, including workforce planning, staff selection and performance management; and the proposed mobility policy.

Table 29F.13 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective: To promote organizational culture change at the United Nations Office at Geneva in order to address new requirements and needs

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Improved ability of current staff to implement mandates	(a) (i) Percentage of staff members benefiting from the minimum target of five days' training per year *Performance measures* (Average number of training activities undertaken per staff member during the biennium) 2010-2011: 2.2 training activities Estimate 2012-2013: 2.3 training activities Target 2014-2015: 2.5 training activities (ii) Percentage of staff responding to surveys who express satisfaction with the overall services provided by the Human Resources Management Service *Performance measures* 2010-2011: 97 per cent Estimate 2012-2013: 90 per cent Target 2014-2015: 90 per cent
(b) Improved recruitment, placement and promotion, as well as facilitation of greater geographical representation and gender balance of staff	(b) (i) Percentage of candidates selected from unrepresented and underrepresented Member States against posts subject to the system of geographical ranges *Performance measures* 2010-2011: 70 per cent Estimate 2012-2013: 20 per cent Target 2014-2015: 20 per cent

	(ii) Increased percentage of female staff in the Professional and higher categories
	Performance measures
	2010-2011: 46.7 per cent
	Estimate 2012-2013: 47.6 per cent
	Target 2014-2015: 48.6 per cent
	(iii) Reduction in the average number of days from the date of issuance of vacancy announcements to the date of selection for all regular vacancies advertised
	Performance measures
	2010-2011: 178 days
	Estimate 2012-2013: 92 days
	Target 2014-2015: 92 days

External factors

29F.36 The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that:

(a) Sufficient financial and staff resources will be made available;

(b) Clients serviced by the United Nations Office at Geneva will be supportive of its efforts and will extend full cooperation with respect to the implementation of human resources management reform;

(c) The staff-management consultative process will contribute positively to the reform of human resources management;

(d) The subprogramme will not require further revision to reflect any new mandates that the General Assembly may adopt at its current session or subsequent sessions upon the consideration of human resources management issues.

Outputs

29F.37 During the biennium 2014-2015, the following outputs, comprising administrative support services, will be delivered (regular budget and extrabudgetary):

(a) Recruitment, placement, career development and post classification, implementation and monitoring of the staff selection system, management of staff mobility, vacancies and staff separations, and staffing support;

(b) Staff administration, including implementation and monitoring of the application of staff rules, regulations, policies and instructions, and provision of support and advice to management and staff;

(c) Staff development, career support and counselling, including language and other training, promotion of multilingualism and cross-cultural and gender awareness, administration of

recruitment examinations, and support for managers and staff with training and advisory services in the areas of performance-based management, staff selection and mobility;

(d) Provision of appropriate medical services, including health and wellness programmes, for all United Nations entities stationed in Geneva, clinical activities, consultations, medical examinations and preventive measures, advice to management on medico-administrative matters, and medical advice to various committees of the Organization (e.g., pension, compensation and staff health insurance committees);

(e) Staff-management consultative process: contribution to joint staff-management bodies on personnel policies and staff welfare, and early identification and resolution of potential problems;

(f) Staff welfare activities: provision of counselling to staff on a broad range of personal, family and work-related concerns;

(g) Liaison with Swiss authorities on issues related to issuance/cancellation of residency permits (*cartes de légitimation*) and attestations for staff members and their dependants, as well as other issues of common concern;

(h) Human resources legal advisory services: provision of advisory services to programme and line managers in the implementation of human resources policies pertaining to the administration of justice, review of requests by staff for administrative review and preparation and submission of respondent's reply to appeals filed, and implementation of relevant procedures.

29F.38 The distribution of resources for subprogramme 3 is reflected in table 29F.14.

Table 29F.14 **Resource requirements: subprogramme 3**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2012-2013*	*2014-2015 (before recosting)*	*2012-2013*	*2014-2015*
A. Regular budget				
Post	11 448.5	10 931.9	38	36
Non-post	8 512.9	8 015.9	–	–
Subtotal	**19 961.4**	**18 947.8**	**38**	**36**
B. Extrabudgetary	9 546.2	9 689.3	38	38
Total	**29 507.6**	**28 637.1**	**76**	**74**

29F.39 Resources in the amount of $18,947,800 would provide for the continuation of 36 posts (1 D-1, 2 P-5, 3 P-4, 4 P-3, 2 P-2, 3 General Service (Principal level) and 21 General Service (Other level)) in the Human Resources Management Service ($10,931,900) and operational requirements ($8,015,900) covering other staff costs, travel of staff, contractual services, general operating expenses, supplies and materials, furniture and fixtures, and grants and contributions (representing the regular budget share of the jointly financed Joint Medical Service Section).

29F.40 The reduction of $1,013,600 under subprogramme 3 compared with the biennium 2012-2013, reflected in part in table 29F.7, item 1, reflects the combined effects of the following:

(a) A decrease of $516,600 under posts, representing the proposed abolishment of two General Service (Other level) posts in the Human Resources Operations Section, resulting from the automation of existing processes and reabsorption of work within the Section;

(b) A net decrease of $209,600 under other staff costs, resulting from the discontinuation of the non-recurrent provision for general temporary assistance for one position of Legal Officer (P-4) and one position of Legal Assistant (General Service (Other level)), approved by the General Assembly in its resolution 66/247. Owing to the recurrent nature of the requirement for the position of Legal Officer (P-4), it is proposed that requirements be reprioritized within the services at Geneva. Synergies have already been achieved through the close cooperation between the United Nations Office at Geneva and United Nations Office at Vienna in this area. The continuation of this general temporary assistance provision would allow the United Nations Office at Geneva to continue to provide legal assistance and representation to the United Nations Office at Vienna in all cases of litigation dealt with by the United Nations Dispute Tribunal in Geneva, allowing the two Offices to optimize resources and reduce travel expenses and to establish an ongoing exchange of knowledge and experience in the legal field, thereby providing opportunities for improved efficiency and staff development;

(c) An increase of $8,000 under official travel, for anticipated meetings and workshops on Umoja, talent management, shared service delivery and administration of justice;

(d) A decrease of $188,600 under contractual services, relating to the proposed reduction in the number of full-time language teachers by one. This was the result of the reprioritization of requirements in order to provide general temporary assistance funds for the position of Legal Officer (see subparagraph (b) above);

(e) A decrease of $1,200 under general operating expenses, based on the current contract with service providers for the rental of furniture and equipment;

(f) A decrease of $600 under supplies and materials, reflecting the reduced requirements resulting from the proposed abolishment of two General Service (Other level) posts;

(g) A decrease of $105,000 under grants and contributions, reflecting the reduced share of the costs of the Joint Medical Service Section at 78.9 per cent, based on the 2011 workload data.

29F.41 The regular budget resources are complemented by extrabudgetary resources estimated at $9,689,300, including the continuation of 38 temporary posts (2 P-5, 4 P-4, 2 P-3, 2 General Service (Principal level) and 28 General Service (Other level)) in support of the extrabudgetary activities carried out in the Human Resources Management Service to deliver the programme of work and outputs described in paragraph 29F.37 above. The increase of $143,100 compared with the biennium 2012-2013 reflects mainly the impact of the application of standard costs.

Subprogramme 4
Support services

Resource requirements (before recosting): $83,990,100

29F.42 This subprogramme is the responsibility of Central Support Services. The subprogramme will be implemented in accordance with the strategy detailed under subprogramme 4 of Part B of programme 25, Management and support services, of the biennial programme plan for the period 2014-2015. Support services are implemented by Central Support Services, consisting of the Office of the Chief, the Buildings and Engineering Section and the Purchase and Transportation Section.

29F.43 Emphasis will be placed on enhancing the efficiency of facilities management and providing cost-effective, efficient and high-quality procurement and travel services.

Table 29F.15 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

1. Objective of the Organization: To ensure the effective and efficient functioning of the United Nations Office at Geneva with regard to office and conference facilities management, asset management, travel and transportation, mail and pouch services and commercial activities

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Enhanced quality and timeliness of facilities services	(a) Increased proportion of services provided in accordance with established turnaround time
	Performance measures
	2010-2011: 98 per cent
	Estimate 2012-2013: 98.5 per cent
	Target 2014-2015: 98.5 per cent
(b) Improved management of properties	(b) All capital maintenance programmes that are standardized, complete and up to date
	Performance measures
	2010-2011: 100 per cent
	Estimate 2012-2013: 100 per cent
	Target 2014-2015: 100 per cent
(c) Savings achieved in travel costs	(c) Increased savings achieved relative to the full cost of travel
	Performance measures
	2010-2011: 18 per cent
	Estimate 2012-2013: 18 per cent
	Target 2014-2015: 18 per cent

2. Objective of the Organization: To ensure efficient, cost-effective, transparent, timely and high-quality procurement

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Procurement services that fully meet the requirements of acquisition plans	(a) (i) Increased percentage of strategic long-term agreements such as blanket purchase orders and systems contracts
	Performance measures
	2010-2011: 42 per cent
	Estimate 2012-2013: 45 per cent
	Target 2014-2015: 46 per cent

	(ii) Reduction in the number of days between final statement of work and contract award *Performance measures* Actual 2010-2011: 33 days Estimate 2012-2013: 29 days Target 2014-2015: 28 days
(b) Enhanced level of international competition	(b) Increase in the number of vendors eligible for tender invitations *Performance measures* (Number of fully registered vendors included in the database) Actual 2010-2011: 1,576 Estimate 2012-2013: 1,872 Target 2014-2015: 2,168
(c) Improved access and participation of vendors from developing countries and countries with economies in transition	(c) Increased number of vendors from developing countries and countries with economies in transition participating in the process of United Nations procurement in accordance with financial regulation 5.12 of the Financial Regulations and Rules of the United Nations *Performance measures* (Number of new vendors from countries with economies in transition and from developing countries included in the database) Actual 2010-2011: 132 Estimate 2012-2013: 141 Target 2014-2015: 150

External factors

29F.44 The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that the United Nations Office at Geneva infrastructure will not be affected by exceptionally bad weather conditions; international and local market competition, changes in actual travel destinations and volatility of fuel prices will not negatively impact efficiency and cost-effectiveness of travel; the volume of procurement requirements and demands will not have an abnormal increase and market conditions will not change significantly; and clients serviced by the United Nations Office at Geneva will be supportive of its efforts and will extend full cooperation with respect to the implementation of procurement reform.

Outputs

29F.45 During the biennium 2014-2015, the following outputs, comprising administrative support services, will be delivered (regular budget and extrabudgetary):

(a) Allocation of space and offices within the United Nations Office at Geneva and maintenance of the Palais des Nations and its offices, conference rooms, annexes and parks;

(b) Procurement of goods and services for the United Nations Office at Geneva, other Secretariat departments and offices and other United Nations entities;

(c) Administration of the Common Procurement Activities Group for the United Nations Office at Geneva and all participating United Nations agencies and organizations based in Geneva;

(d) Asset management, including a physical inventory of assets and the monitoring of property records for the United Nations Office at Geneva, other Secretariat departments and offices and other United Nations entities;

(e) Administration and maintenance of mail and distribution services for the United Nations Office at Geneva, other Secretariat departments and offices and other United Nations entities;

(f) Management of travel and transportation services: issuance of laissez-passers and other travel documents; travel arrangements for staff and meeting participants; shipment of official property; bulk consignments for conferences; removal of personal effects and related insurance requirements; and administration of property and third-party liability insurance services.

29F.46 The distribution of resources for subprogramme 4 is reflected in table 29F.16.

Table 29F.16 **Resource requirements: subprogramme 4**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2012-2013*	*2014-2015 (before recosting)*	*2012-2013*	*2014-2015*
A. Regular budget				
Post	47 511.2	43 752.4	176	162
Non-post	41 603.6	40 237.7	–	–
Subtotal	**89 114.8**	**83 990.1**	**176**	**162**
B. Extrabudgetary	5 600.0	5 876.7	22	22
Total	**94 714.8**	**89 866.8**	**198**	**184**

29F.47 Resources in the amount of $83,990,100 would provide for the continuation of 162 posts (1 D-1, 2 P-5, 4 P-4, 5 P-3, 4 P-2, 6 General Service (Principal level) and 140 General Service (Other level)), including the proposal to establish a P-3 post of Deputy Chief Engineer ($43,752,400), and operational requirements ($40,237,700) covering other staff costs, travel of staff, contractual services, general operating expenses, supplies and materials, and furniture and equipment.

29F.48 The net decrease of $5,124,700 under subprogramme 4 compared with the biennium 2012-2013, reflected in part in table 29F.7, items 2 and 3, and in line with the report of the Secretary-General on the proposed budget outline for the biennium 2014-2015, reflects the combined effects of the following:

(a) A decrease of $3,758,800 under posts, resulting from the proposed abolishment of 11 posts (1 General Service (Principal level) and 10 General Service (Other level)) and the outward redeployment of four General Service (Other level) posts to subprogramme 2, Programme planning, budget and accounts, offset in part by the proposal to establish one P-3 post of Deputy Engineer;

(b) A decrease of $889,800 under other staff costs, reflecting the discontinuation of non-recurrent requirements approved in 2012-2013 related to the strategic heritage plan of the United Nations Office at Geneva (see resolution 66/247 (sect. VII));

(c) An increase of $8,000 under travel of staff, relating to the provision covering travel-related costs for drivers who accompany the Secretary-General during his travels to European locations;

(d) An increase of $170,400 under contractual services, reflecting additional requirements for conference sound engineers to support Human Rights Council meetings and additional mandated activities approved by the General Assembly at its sixty-seventh session;

(e) A net decrease of $311,100 under general operating expenses, relating to the removal of the non-recurrent provision approved for 2012-2013 related to the repair of courtrooms in the United Nations Office at Geneva, offset in part by increased requirements for building maintenance costs, such as painting and mechanical services, which will be outsourced as a result of the reduction in posts and the establishment of central mail-collection points following the proposed abolishment of seven General Service (Other level) messenger posts;

(f) A decrease of $64,700 under supplies and materials, resulting from the introduction of a paper consumption savings campaign at the United Nations Office at Geneva and the reduction of subscriptions following an analysis of user needs;

(g) A decrease of $278,700 under furniture and equipment, reflecting the approaching completion of the multi-year programme for the replacement of office furniture and the possible need to reconfigure the requirements for planned open-floor offices in the context of the strategic heritage plan.

29F.49 Regular budget resources are complemented by extrabudgetary resources estimated at $5,876,700 for the continuation of 22 temporary posts (1 P-3 and 21 General Service (Other level)) in support of the extrabudgetary activities carried out in Central Support Services to deliver the programme of work and outputs described in paragraph 29F.45 above. The increase of $276,700 compared with the biennium 2012-2013 reflects mainly the application of standard costs for the existing complement of posts.

Subprogramme 6
Information and communications technology operations

Resource requirements (before recosting): $20,497,300

29F.50 Substantive responsibility for this subprogramme is vested in the Information and Communication Technology Service. The subprogramme will be implemented in accordance with the strategy detailed under subprogramme 6 of Part B of programme 25, Management and support services, of the biennial programme plan for the period 2014-2015.

29F.51 Over the past few bienniums, the Information and Communication Technology Service has played a key role in implementing and supporting information and communications technology activities in more than 20 entities in Geneva, as well as serving as the institutional link between Geneva and

Headquarters on information and communications technology matters. The Service comprises two sections: (a) the Service Support Section, which provides managerial and administrative support, including the overall strategic direction of the services, the provision of administrative functions, the definition and enforcement of an information technology governance framework and the alignment of the technological portfolio with industry standards; and (b) the Service Delivery Section, which is responsible for managing day-to-day operations and developing and delivering core information technology services to United Nations entities located in Geneva.

Table 29F.17 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective of the Organization: To ensure the efficient, effective and transparent achievement of the operational goals of the Organization by leveraging information and communications technology

Expected accomplishments of the Secretariat	Indicators of achievement
(a) Improved capability of the Organization in the management of its activities	(a) (i) Increased number of substantive services automated or enhanced by ICT projects *Performance measures* 2010-2011: 20 services Estimate 2012-2013: 34 services Target 2014-2015: 36 services (ii) Percentage of ICT services enhanced or automated *Performance measures* 2010-2011: 90 per cent Estimate 2012-2013: 100 per cent Target 2014-2015: 100 per cent (iii) Percentage of ICT services that meet agreed upon service levels *Performance measures* 2010-2011: 35 per cent Estimate 2012-2013: 75 per cent Target 2014-2015: 100 per cent

(b) Enhanced alignment of standardized service and project delivery processes with best practices	(b) Increased number of ICT services provided with increased maturity levels, as defined by best practice frameworks (International Organization for Standardization (ISO), the Information Technology Infrastructure Library methodology or the Control Objectives for Information and Related Technology (COBIT)) *Performance measures* 2010-2011: 10 services Estimate 2012-2013: 10 services Target 2014-2015: 10 services

External factors

29F.52 The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that the evolution of technology and developments in related industries will not negatively affect the availability of the services and the level of cooperation of organizational entities on the metropolitan area network will allow for the implementation and improvement of effective, consolidated services.

Outputs

29F.53 During the biennium, the following outputs, comprising administrative support services, will be delivered (regular budget and extrabudgetary): maintenance of the information technology infrastructure, including the Integrated Management Information System; applications support; help desk and other user support; and operation and maintenance of communications facilities.

29F.54 The distribution of resources for subprogramme 6 is reflected in table 29F.18.

Table 29F.18 **Resource requirements: subprogramme 6**

	Resources (thousands of United States dollars)		*Posts*	
Category	*2012-2013*	*2014-2015 (before recosting)*	*2012-2013*	*2014-2015*
A. Regular budget				
Post	13 636.7	12 923.7	48	45
Non-post	7 683.7	7 573.6	–	–
Subtotal	**21 320.4**	**20 497.3**	**48**	**45**
B. Extrabudgetary	7 936.3	7 972.2	26	26
Total	**29 256.7**	**28 469.5**	**74**	**71**

29F.55 Resources amounting to $20,497,300 would provide for the continuation of 45 posts (1 D-1, 1 P-5, 4 P-4, 2 P-3, 4 P-2, 1 General Service (Principal level) and 32 General Service (Other level)), including the proposed reclassification of the P-5 post of Chief, Information and Communication Technology Service, as a D-1 post to reflect increased responsibility of the Service for the coordination of information and communications technology policies throughout the United

Nations Office at Geneva and its role as primary focal point with Headquarters on information and communications technology issues ($12,923,700), and operational requirements ($7,573,600) covering other staff costs, travel of staff, contractual services, general operating expenses, supplies and materials, furniture and equipment, and grants and contributions (representing costs for activities carried out by the International Computing Centre on behalf of the United Nations Office at Geneva).

29F.56 The decrease of $823,100 under subprogramme 6 compared with the biennium 2012-2013, reflected in part in table 29F.7, items 1 and 2, and in line with the report of the Secretary-General on the proposed budget outline for the biennium 2014-2015, reflects the combined effects of the following:

(a) A net decrease under posts of $713,000, related to the proposed abolishment of three General Service (Other level) posts, offset in part by the proposed reclassification of the P-5 post of Chief, Information and Communication Technology Service, as a D-1 post;

(b) An increase under travel of staff of $500, reflecting the reprioritization of the support provided for the Secretary-General in Davos, Switzerland, and the promotion of inter-duty station synergies, offset by the reduction in travel related to International Computing Centre management meetings and industry conferences;

(c) A decrease under contractual services of $107,600, related mainly to the lower cost of the contract for Lotus Notes as a result of renegotiation with the relevant vendor, including the removal of non-recurrent items approved during the biennium 2012-2013;

(d) A decrease under general operating expenses of $3,000, related mainly to the removal of non-recurrent items approved during the biennium 2012-2013.

29F.57 Regular budget resources are complemented by extrabudgetary resources estimated at $7,972,200, including the continuation of 26 temporary posts (2 P-4, 11 P-3 and 13 General Service (Other level)) in support of the extrabudgetary activities carried out in the Information and Communication Technology Service to deliver the programme of work and outputs described in paragraph 29F.53 above. The increase of $35,900 compared with the biennium 2012-2013 reflects the impact of the application of standard costs for the existing complement of posts.

Subprogramme 7
Library services

Resource requirements (before recosting): $16,249,600

29F.58 Substantive responsibility for this subprogramme is vested in the United Nations Library in Geneva. The subprogramme will be implemented in accordance with the strategy detailed under subprogramme 7 of Part B of programme 25, Management and support services, of the biennial programme plan for the period 2014-2015. The Library consists of: (a) the Office of the Chief Librarian; and (b) the Library Services Section and the Institutional Memory Section.

Table 29F.19 **Objectives for the biennium, expected accomplishments, indicators of achievement and performance measures**

Objective of the Organization: To build past, present and future collective recorded knowledge of the United Nations and of related external resources

Expected accomplishments of the Secretariat	Indicators of achievement
(a) More efficient and user-friendly access to a broader range of recorded knowledge of the United Nations and external library resources	(a) (i) Increased access to online and digitized information resources *Performance measures* 2010-2011: 264,113 Estimate 2012-2013: 300,000 Target 2014-2015: 360,000 (ii) Positive reviews of the United Nations Office at Geneva website measured through a web-based survey *Performance measures* (Percentage of users who responded positively to a web-based survey) 2010-2011: not available Estimate 2012-2013: 60 per cent Target 2014-2015: 60 per cent
(b) Improved implementation of records management standards and best practices through the United Nations Office at Geneva, solidifying United Nations institutional memory	(b) (i) Increased number of file classification schemes and/or retention schedules established *Performance measures* 2010-2011: 5 Estimate 2012-2013: 6 Target 2014-2015: 10 (ii) Increased volume of electronic records transferred to the Records Management System (in gigabytes) *Performance measures* 2010-2011: not available Estimate 2012-2013: 600 Target 2014-2015: 1,000

(c) Improved knowledge-sharing for cultural exchange and education and dialogue on key United Nations issues	(c) Increased number of participants in activities organized by the Library *Performance measures* 2010-2011: 30,000 Estimate 2012-2013: 40,000 Target 2014-2015: 50,000

External factors

29F.59 The subprogramme is expected to achieve its objectives and expected accomplishments on the assumption that sufficient financial resources and specialized staff will be made available; the implementation of new technologies will proceed without major impediments; the state of libraries internationally will not have negative consequences for their ability to engage in partnerships; and the permanent missions will continue to engage in the United Nations Office at Geneva cultural activities programme.

Outputs

29F.60 During the biennium 2014-2015, the following outputs will be delivered (regular budget and extrabudgetary):

(a) Library services:

(i) Facilitation and guarantee of access to timely and up-to-date information products, services and documentation through the selection, acquisition and processing of information resources (electronic and printed material from United Nations and external sources); subscription to pertinent electronic resources and the provision of user-friendly online access; and the provision of:

a. Reference services in person and online to delegates, visiting government officials, staff of permanent missions, the United Nations Office at Geneva staff and interns, non-governmental organization representatives and external researchers;

b. A personal knowledge management programme for all staff of the permanent missions to the United Nations Office at Geneva;

c. Information sessions and training seminars on Library issues;

d. Provision of guided tours of the Library, archives and the permanent and temporary exhibitions of the League of Nations Museum;

e. Central journal routing services, central loans and inter-library loan services;

f. Resource discovery services provided through online tools such as resource guides, tweets and Facebook status updates, and personalized RSS feed reader collections;

(ii) Indexing, maintenance and preservation of United Nations documents and publications in all official languages, participation with libraries away from Headquarters in the network for the indexing of United Nations documentation, the digitization of the official records and documents of the League of Nations and the United Nations originally published in print, in all official languages, and their uploading to the Official Document System or a digital repository;

(iii) Preservation of electronic and print collections;

(iv) Provision of advisory services, guidance and assistance regarding records management and departmental reference collections at the United Nations Office at Geneva;

(v) Maintenance of specialized library and archive computer hardware and software, as well as electronic databases;

(vi) Provision of policy guidance and information support services, including central information technology support for the network of satellite libraries (namely, the United Nations Office at Geneva Linguistic Library, the United Nations Library at Vienna and the libraries of the Office of the United Nations High Commissioner for Human Rights, the United Nations Conference on Trade and Development and the International Telecommunication Union);

(vii) Networking with United Nations system libraries through inter-agency meetings on knowledge-sharing and information management and with external partners on international collaborative projects;

(viii) Coordination, promotion and organization of the United Nations Office at Geneva cultural activities programme, presenting exhibitions, concerts and films, inter alia, in cooperation with permanent missions, United Nations agencies and non-governmental organizations; organization of special events, such as discussion panels and conferences, for cultural exchange and education and dialogue on key United Nations issues; and organization of exhibitions in the permanent and temporary exhibition spaces of the Library and the League of Nations Museum;

(ix) Ensuring that the United Nations Office at Geneva website is up to date, regularly maintained and developed according to agreed standards;

(b) Administrative and central support services:

(i) Technical and substantive management of League of Nations and United Nations Office at Geneva historical archives and current records;

(ii) Provision of filing plans and retention schedules to United Nations staff;

(iii) Identification of best practices and standards for electronic record-keeping;

(iv) Transfer, storage and disposal of records, and maintenance and provision of access to the digital assets of the Organization, such as digitized United Nations and League of Nations official documents;

(v) Outreach and provision of reference services to the general public in connection with historical archives.

29F.61 The distribution of resources for subprogramme 7 is reflected in table 29F.20.

Table 29F.20 **Resource requirements: subprogramme 7**

Category	Resources (thousands of United States dollars) 2012-2013	Resources (thousands of United States dollars) 2014-2015 (before recosting)	Posts 2012-2013	Posts 2014-2015
A. Regular budget				
Post	14 872.3	14 347.0	52	50
Non-post	2 052.5	1 902.6	–	–
Subtotal	**16 924.8**	**16 249.6**	**52**	**50**
B. Extrabudgetary	548.0	566.8	1	1
Total	**17 472.8**	**16 816.4**	**53**	**51**

29F.62 Resources in the amount of $16,249,600 would provide for the continuation of 50 posts (1 D-1, 2 P-5, 1 P-4, 6 P-3, 9 P-2, 1 General Service (Principal level) and 30 General Service (Other level)) in the Library Service ($14,347,000) and operational requirements ($1,902,600) covering other staff costs, travel of staff, contractual services, general operating expenses, supplies and materials, and furniture and equipment.

29F.63 The decrease of $675,200 compared with the biennium 2012-2013, in line with the report of the Secretary-General on the proposed budget outline for the biennium 2014-2015, reflects the combined effects of the following:

(a) A decrease under posts of $525,300, resulting from the proposed abolishment of one post (P-2) in the library services and one General Service (Other level) in the Office of the Chief Librarian;

(b) A decrease under other staff costs of $48,300 reflects the reduced requirements for general temporary assistance for the replacement of staff on maternity leave and extended sick leave;

(c) A decrease under contractual services of $33,800, related to the discontinuation of the preservation of United Nations documents in analogue format (microfiche) in favour of digital preservation;

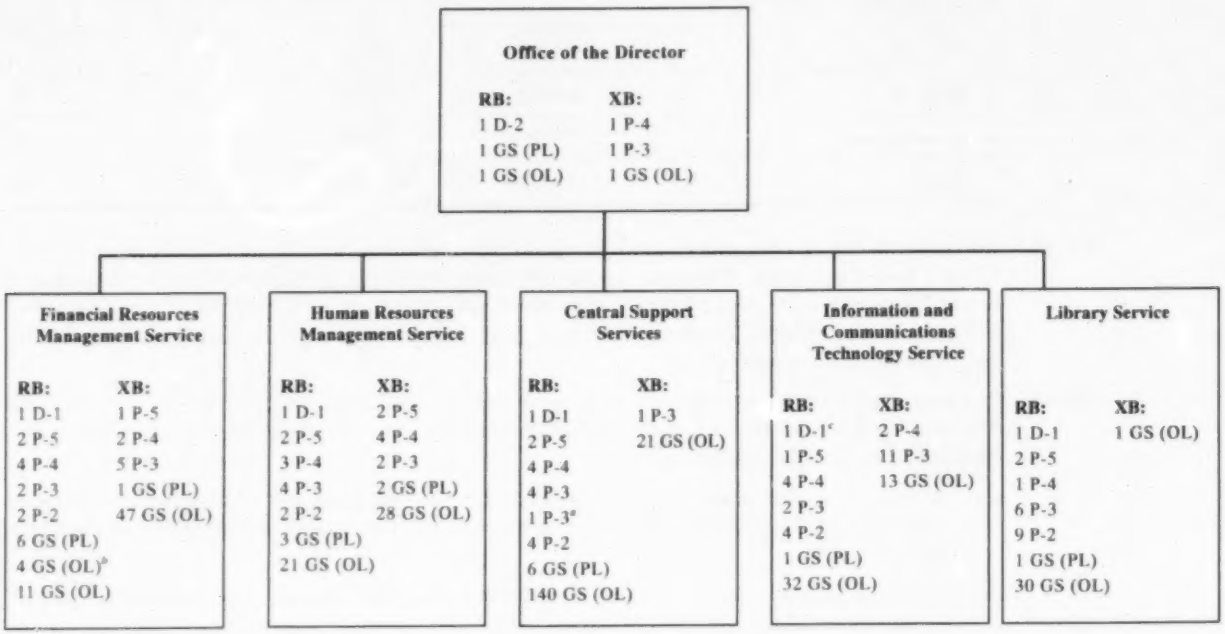
(d) A decrease under supplies and materials of $55,200, reflecting the reduction in the purchase of print information materials resulting from the availability of online information as well as a decrease in printing;

(e) A decrease under furniture and equipment of $12,600, related to the discontinuation of the preservation of United Nations documents in analogue format (microfiche) in favour of digital preservation.

29F.64 Regular budget resources are complemented by extrabudgetary resources estimated at $566,800, including the continuation of one temporary post (General Service (Other level)) and operational costs in support of extrabudgetary activities carried out in the library services to deliver the programme of work and outputs described in paragraph 29F.60 above. The increase in resources of $18,800 compared with the biennium 2012-2013 reflects the impact of the application of standard costs for the existing complement of posts and the revision of the estimates for supplies and materials based on historical patterns of expenditure.

Annex I

Organizational structure and post distribution for the biennium 2014-2015



[a] New.
[b] Redeployment fron. Central Support Services.
[c] Reclassification from P-5.

Annex II

Summary of follow-up action taken to implement relevant recommendations of oversight bodies

Brief description of the recommendation	*Action taken to implement the recommendation*
Board of Auditors (A/67/5 (Vol. I) and Corr.1 and 2, chap. II)	
The Administration agreed with the Board's recommendation that the United Nations Office at Geneva: (a) undertake an adequate physical inventory check within each financial period, including the inventory of its clients; and (b) establish standard operating procedures for initial recording of all newly acquired assets (para. 49).	Implemented. (a) A comprehensive physical inventory of the United Nations Office at Geneva was completed in October 2012. Furthermore, a three-year contract was signed with an external supplier in March 2013 which foresees physical inventory of the United Nations Office at Geneva compound on a yearly basis as of 2013. (b) Standard operating procedures for initial recording of newly acquired assets were completed late in 2012. Please note that following the hiring in February 2013 of a Property Management Officer, and in line with the March 2013 reorganization of the Stores Sub-unit responsible for receipt of goods and the Support and Asset Management Unit, an overall review of the asset record creation process will be initiated.
(A/63/5 (Vol. I), chap. II)	
The Board recommends that the Administration: (a) carry out a systematic assessment of the equipment for the conference centres in order to plan for its progressive replacement; and (b) examine the suitability of the conference centres and draw up a multi-year equipment renovation plan (para. 239).	Implemented. A systematic assessment of the equipment for the conference centres has been carried out which facilitates the planning for its progressive replacement. In addition, the suitability of the conference rooms has been reviewed in the context of the preparatory studies undertaken for the strategic heritage plan project and the resulting recommendations would be taken into account during the forthcoming phases of the strategic heritage plan.